

Department of Industrial Accidents
Retrospective Review Procedure - Request for Additional Medical/Clinical Information

I. Procedure for Request of Medical Information

1. Licensed UR reviewer determines additional medical information is required to determine medical necessity.
2. **By next business day** licensed UR reviewer sends letter to OP requesting additional medical information and describing the type of information that is required to complete the review. **Date of request for medical information and receipt of medical information must be documented in UR case notes.**
3. Request letter will inform OP they have a **minimum of (30) business days from date of request for medical information**, to forward information. The OP shall be guaranteed thirty (30) business days to forward clinical information. **Date of request for medical and receipt of medical information must be documented in UR case notes.**
4. Request letter shall also inform OP, if the required information **is not received by the 30th day from the date of request of medical information**. Licensed UR reviewer will forward medical information for initial school-to-school review and an adverse determination will be issued for failure to forward the requested medical information to determine medical necessity and appropriateness of care.

II. Procedure for Receipt/Non-Receipt of Medical Information

A. Approval

Medical information is received on or before 30th business day. Licensed UR reviewer **approves** request. Approval letter sent **within ten days of approval determination**. **Date of request and receipt of medical information must be documented in UR case notes.** Approval letter includes guideline and clinical rationale.

B. (1) Licensed UR Reviewer Unable to Approve - Medical Information Received

Medical information is received by 30th day. Licensed UR reviewer unable to approve request. Licensed UR reviewer forwards for initial school-to-school review **by the next day**. **Date of receipt of medical information and request for initial school-to-school review must be documented in UR case notes.**

B. (2) No Medical Information Received by Licensed UR Reviewer

When **no** clinical information is received by **the 30th day from the date of request for additional medical information**, **licensed UR reviewer will forward the request for determination for school-to-school review by the next day**. **Date of request for additional medical information and date of request for school to school review must be documented in UR case notes.**

III. Initial School-To-School Review

A. Approval

Initial school-to-school reviewer conducts review within five days of referral from licensed UR reviewer. School-to-school reviewer approves request. Approval letter sent within ten days of approval determination. Date of request for UR review and date of request for school-to-school review must be documented in UR case notes. Approval letter includes name and school of reviewer and guideline/criteria and clinical rationale.

A. (1) Approval - No Additional Medical Information Required

Initial school-to-school reviewer conducts review **within five days** of referral, from licensed UR reviewer. School-to-school reviewer **approves request**, as no additional medical information is required by school-to-school reviewer. Approval letter sent within **ten days of approval determination**. Approval letter includes name and school of reviewer, guideline/criteria and clinical rationale. **Date of request for school-to-school review must be documented in UR case notes.**

A. (2) Adverse Determination - Non-Receipt of Additional Medical Information

Initial school-to-school reviewer completes review **within five days of referral** from licensed UR reviewer. Determines further medical information is needed. Initial school-to school **reviewer contacts**

OP by phone or in writing/fax within five days to discuss case and/or request additional medical information. School-to-school reviewer must document contact date in UR case notes.

OP is guaranteed (30) thirty days from the date of contact to return phone call and/or provide additional information to school-to-school reviewer. If no information is received and/or phone contact made by OP within thirty (30) days, School-to-school reviewer issues AD. AD letter sent within ten days of adverse determination, including guideline/criteria and clinical rationale.

B. (1) Approval - Further/Additional Medical Information Required By Initial School-to-School Review

1. Initial school-to-school reviewer completes review **within five days of referral** from licensed UR reviewer. Initial school-to-school reviewer determines further medical information is needed.
2. School-to-school reviewer/designee **contacts OP by phone or in writing/fax within five days to discuss case and/or request additional medical information. School-to-school reviewer must document contact date in UR case notes.**

OP is guaranteed (30) thirty days from the date of contact, to return phone call and/or provide additional information to school-to-school reviewer. Information is received and/or phone contact is made by OP made within thirty (30) days. School-to-school reviewer determines approval. Approval letter sent within ten days of approval, including guideline/criteria and clinical rationale.

B. (2) Adverse Determination - Further/Additional Medical Information Required By Initial School-To-School Reviewer

1. Initial school-to-school reviewer completes review **within five days of referral** from licensed UR reviewer. Initial school-to-school reviewer determines further medical information is needed. School-to-school reviewer **contacts OP by phone or in writing/fax within five days to discuss case and/or request additional medical information. School-to-school reviewer must document contact date in UR case notes.**

OP is guaranteed thirty (30) days from the date of contact to return phone call and/or provide additional information to school-to-school reviewer. Information is received and/or phone contact is made by OP made within (30) days. School-to-school reviewer determines AD. AD letter sent within ten days of adverse determination and includes guideline/criteria and clinical rationale. Date of request for school-to-school referral must be documented in UR case notes. AD letter includes name and school of reviewer, guideline/criteria, clinical rationale, and Appeal Procedure.

C. (1) Approval - No Further/Additional Medical Information Required by Initial School-to-School Reviewer

1. Initial school-to-school reviewer completes review **within five days of referral**, from licensed UR reviewer.
2. Initial school-to-school reviewer determines no further medical information is needed.
3. School-to-school reviewer issues approval, based on medical information received by licensed UR reviewer. Approval letter sent within **10 days of determination. Date of request for school-to-school referral must be documented in UR case notes.** Approval letter includes name and school of reviewer, guideline/criteria, clinical rationale.

C. (2) Adverse Determination - No Further/Additional Medical Information Required By Initial School-to-School Reviewer

1. Initial school-to-school reviewer completes review **within five days of referral**, from licensed UR reviewer.
2. Initial school-to-school reviewer determines no further medical information is needed.
3. School-to-school reviewer issues AD, based on medical information received by licensed UR reviewer. AD letter sent within **ten days of adverse determination. Date of request for school-to-school referral must be documented in UR case notes.** AD letter includes name and school of reviewer, guideline/criteria, clinical rationale, and appeal procedure.